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RID-62/35

23 February 1962

MEMORANDUM FOR:

SUBJECT: Courier Positions

1. At your request I have reviewed the proposed position descriptions for messengers and couriers with Chief, RID/Admin.

2. The position descriptions you have prepared for messenger and courier positions appear to be properly allocated insofar as our knowledge of the duties performed by personnel in those positions outside of RID.

3. There are certain duties performed by RID couriers which constitute a major portion of their work and border closely on clerical tasks. These "clerical" duties are not fully covered in your description of a GS-3 messenger and therefore I feel obligated to point them out to you as they may actually exist in all Agency courier or messenger positions. Specifically these duties are:

- a. Sort documents by office symbol. (Over 75% of the mail handled by RID couriers consists of non-enveloped documents for routing within DDP. Routing is usually handwritten and a large number indicate routing to individuals by name or room number. In either case the name or number must be transposed into standard organizational symbols for proper sorting.)
- b. Sort and deliver material picked up during regular deliveries. (When material is picked up by a courier on a regular delivery and the routing is indicated to an addressee covered during the remainder of his run, it is sorted and delivered by him to the addressee. This gives prompt delivery by not having the document returned to the central mailroom for sorting.)
- c. Determine routing in RID. (Regardless of the routing indicated on the document the RID courier sorts the document to the proper processing section in RID.)

4. Whether or not the above duties have a bearing on the allocation of the messenger/courier positions, we leave up to you. However, from a practical standpoint, and based on our experience over more than three years, we feel that establishing a GS-3 Messenger position would be unrealistic. We say this because in

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RID we have never been able to completely meet our courier or clerical needs established as a result of careful studies made by RID Organization and Methods specialists. Since both clerks and couriers are required to pass the Agency clerical examinations we, of course, assign new employees to positions where they are needed most at the time of their entrance on duty in RID. If certain new employees were assigned to GS-3 Messenger positions where promotion incentives were non-existent while other employees of like qualifications were assigned to clerical positions where at least one promotion was possible, it is doubtful whether RID could maintain stability in our courier force. Even under present favorable conditions 12 out of 13 couriers assigned to regular scheduled runs have been in RID less than 8 months. We presume other parts of the Agency using couriers would be affected in the same way.

5. The over-all attrition rate in RID is now approximately 12 a month. Any action which would increase this rate would seriously hamper our efforts to meet all of the demands upon our services. We can foresee that a lowering of grade levels for courier/messengers might add to our attrition problem.

[Redacted Signature]

Chief, RID

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